

2 May 2011

No. 5

# The News

CUSTOMER SERVICE DEPARTMENT

Czytaj  
Aktualności

Badź  
na bieżąco

## WE STRONGLY ENCOURAGE YOU TO TAKE PART IN THE CONTEST "READ NEWSLETTER - WIN PRIZES"

Every day you may win great awards! Just read this issue of The News and answer a few simple questions about its contents!

Join the contest on Customer Service website: [www.citibank.pl/poland/corporate/polish/DOK.htm](http://www.citibank.pl/poland/corporate/polish/DOK.htm)

### Download THE NEWS:

- In CitiDirect – the *File Download* menu
- On [www.citihandlowy.pl](http://www.citihandlowy.pl) in the Corporate Banking section
- In electronic format together with your statement as of 2 May 2011

**FX rates** are available on [www.citihandlowy.pl](http://www.citihandlowy.pl) or in CitiDirect in the *File Download* menu.

**Excerpt from the Fees & Commissions Schedule** is available on [www.citihandlowy.pl](http://www.citihandlowy.pl) in the *Corporate Banking* section.

**CitiDirect Manuals** are available on the application info page, after logging in to the system.

**CitiDaily** – financial market updates are available on [www.citihandlowy.pl](http://www.citihandlowy.pl) - *In the Analyst's Eye* tab.

**Citidirect Customer Academy** – a remote training session module: [www.citihandlowy.pl/akademiklienta](http://www.citihandlowy.pl/akademiklienta)

## AWARD FOR COMPREHENSIVE AND PROFESSIONAL SERVICE OF CORPORATE CLIENTS



The primary goal of the *Europrodukt 2011* competition is to promote solutions that are both best in class and aimed at ensuring comprehensive and professional service to Clients. The contest is organized by the Polish Association of Commerce, operating under the patronage of the Ministry of

Economy and the Polish Agency for Enterprise Development, among others. Apart from the prize for the Customer Service Department, Citi Handlowy won 7 other awards for: Reverse Factoring, Netting, Integrated Receivables Management, Prepaid Cards, Guaranteed Cards with Direct Debit Functionality, Cash Management Services and CitiDirect (e-banking).

**FUNCTIONALITY  
MODELS FOR IMPORT  
DOCUMENTARY  
LETTER OF CREDIT -  
EXTENSION  
REMINDER**

Last year, we added a new functionality to the import documentary Letter of Credit (L/C) – **Refund Extension**.

Under the standard terms, Clients (as importers) are to refund disbursements made by the Bank to beneficiaries on the same day.

The **Extension enables you to postpone the repayment of disbursements**, e.g. to the 30<sup>th</sup> or 60<sup>th</sup> day after the payment is made to the beneficiary, while the Bank will still pay on a date acceptable to the beneficiary, i.e. on the date agreed in the terms of your L/C.

We recommend the Refund Extension especially to those Clients who settle with the use of an L/C (except covered L/C), in particular in the following situations:

- under the L/C the beneficiary (supplier) refuses to accept a (deferred) payment date that would be most convenient to you;
- in payment cycles – payment terms agreed for receivables are longer than those applicable to liabilities.

Advantages of the Extension:

- you may adjust the payment dates of your liabilities to the Bank to expected dates of collection of your receivables;
- you gain freedom to manage funds for disbursements (payments) under L/Cs;
- you gain more flexibility and comfort in negotiations of payment dates with beneficiaries;
- no credit agreement is required – under the Extension it is deemed that you and the Bank just set a new (longer) repayment date.

For detailed terms and conditions please contact your Relationship Manager.

**UPDATED  
DOCUMENTATION OF  
TRADE FINANCE  
PRODUCTS –  
REMINDER**

We would like to remind you that the updated documentation of bank guarantees, letters of credit and collections has been in force since 15 February 2011.

The updated Terms & Conditions of Bank Guarantees and Letters of Credit, as well as applications, orders and other forms relating to those products, are available on our website.

Existing forms (except refund extension applications for import letters of credit and applications relating to security deposits) will be accepted by the Bank **only by 30 June 2011**.

**BANK STATEMENTS -  
REMINDER**

**Key conditions required to ensure proper distribution of statements:**

- e-mail address to which statements are sent must always be valid;
- in order to activate or modify the service the relevant form must be correctly filled in and delivered to the Bank; such form is available on [www.citibank.pl](http://www.citibank.pl) or from the Customer Service Department;
- applications should be signed in accordance with the representation rules confirmed by the National Court Register and stamped with the valid company seal, in accordance with the Specimen Signature Card.

**Available statement formats:**

- electronic – on the CitiDirect platform;
- e-mail – delivery to a previously notified e-mail address;
- paper – delivery by Polish Mail to the address specified by the Client (registered office or correspondence address).

**Statement availability rules:**

- statements are available in CitiDirect for 30 days;
- statements are only generated on a day on which any operation was recorded on the account (and are not generated on no-activity days);
- interest statements are generated after transaction statements are transmitted and only at the beginning of a month, if the prior day was a business day; in addition, we would like to remind your that interest statements are available in CitiDirect and under authorised e-mail addresses in the afternoon;
- the address: [bh.wyciagi@citi.com](mailto:bh.wyciagi@citi.com) is only used for distribution of bank statements – please do not send any inquiries or complaints to this address;
- make sure that [bh.wyciagi@citi.com](mailto:bh.wyciagi@citi.com) is not added to the spam list, otherwise statements cannot be delivered to your authorised e-mail address.

Statements are delivered free of charge either in CitiDirect or by e-mail. If you choose paper statements or two channels the relevant fee will apply (see the Fees & Commissions Schedule).

**CITIDIRECT UPDATE**

**The update of the CitiDirect® Online Banking system is coming soon (14–15 May 2011)!**

CitiDirect® Online Banking **will NOT be available** from 14 May (Saturday), 01:00 a.m., to 15 May (Sunday), 10:00 p.m.